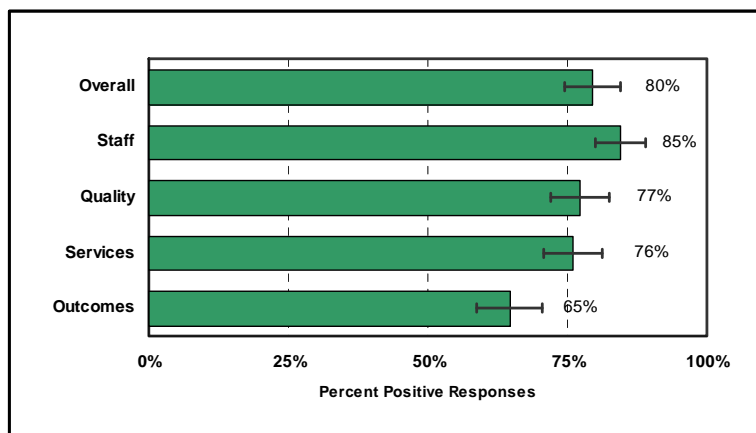


Vermont Department of Mental Health

**Evaluation of
Child and Adolescent Mental Health Programs**

**By Young People Served in Vermont
September - December 2010**

**TECHNICAL REPORT
Executive Summary**



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EXECUTIVE SUMMARY

CONSUMER EVALUATION

CHILD AND ADOLESCENT MENTAL HEALTH PROGRAMS IN VERMONT

The 2011 survey of young people served by child and adolescent public mental health programs in Vermont is one part of a larger effort by the Department of Mental Health's Child, Adolescent and Family Unit. That effort monitors the performance of community mental health programs from the perspective of people who receive services and other stakeholders. This survey is the fifth evaluation by adolescent consumers of youth and family services provided by community mental health centers in Vermont. Similar surveys of adolescents were done in 1999, 2003, 2007 and 2009.

These youth evaluations are used along with those of other stakeholders and with other measures of program performance from existing databases. The goal is to provide a more complete picture of the performance of local community mental health programs. The combined results of these evaluations allow consumers and stakeholders an ongoing opportunity to:

- compare the performance of community-based mental health programs in Vermont, and
- support local programs in their quality improvement process.

The results of this survey should be considered in light of previous consumer and stakeholder evaluations. These results should also be considered in light of measures of levels of access to care, service delivery patterns, service system integration, and treatment outcomes that are based on analyses of existing databases. Many of these indicators are published in the annual Department of Mental Health (DMH) Statistical Reports and weekly Performance Indicator Project (PIP) data reports. They are available online at <http://mentalhealth.vermont.gov/report>.

This approach to program evaluation assumes that program performance is multidimensional and is best understood on the basis of a variety of indicators that focus on different aspects of program performance. This report focuses on one very important aspect: the subjective evaluations of young people who were served by those programs.

Methodology

During the spring of 2011, the Child, Adolescent and Family Unit of the Vermont Department of Mental Health invited young people to evaluate child and adolescent mental health programs in Vermont's ten regional community mental health centers (CMHCs) and one state-wide specialized service agency. All young people aged 14 -18 who received six or more Medicaid-reimbursed services from these centers during the period September through December of 2010 were sent questionnaires that asked for their opinion of various aspects of these services. In total, 259 (20%) of the potential pool of 1,281 deliverable surveys were completed, returned and included in the analyses.

The youth survey consists of thirty-one fixed-alternative items and four open-ended questions designed to provide information that would help stakeholders to compare the performance of child and adolescent mental health programs in Vermont. The survey included most items on the Mental Health Statistics Improvement Program (MHSIP) Consumer Survey developed by a multi-state work group; further items were added as a result of input from Vermont stakeholders.

To help compare Vermont's ten child and adolescent mental health programs and one state-wide specialized service agency, young consumers' responses to thirty-one fixed-alternative items were combined into five scales. These scales focus on *Overall* consumer evaluation of program

performance, and evaluation of program performance with regard to *Staff*, *Quality*, *Services*, and *Outcomes*.

Additional comments about program performance were offered by 69% of respondents. These written comments were reviewed by Department of Mental Health staff, and were coded into positive and negative categories for analysis in this report.

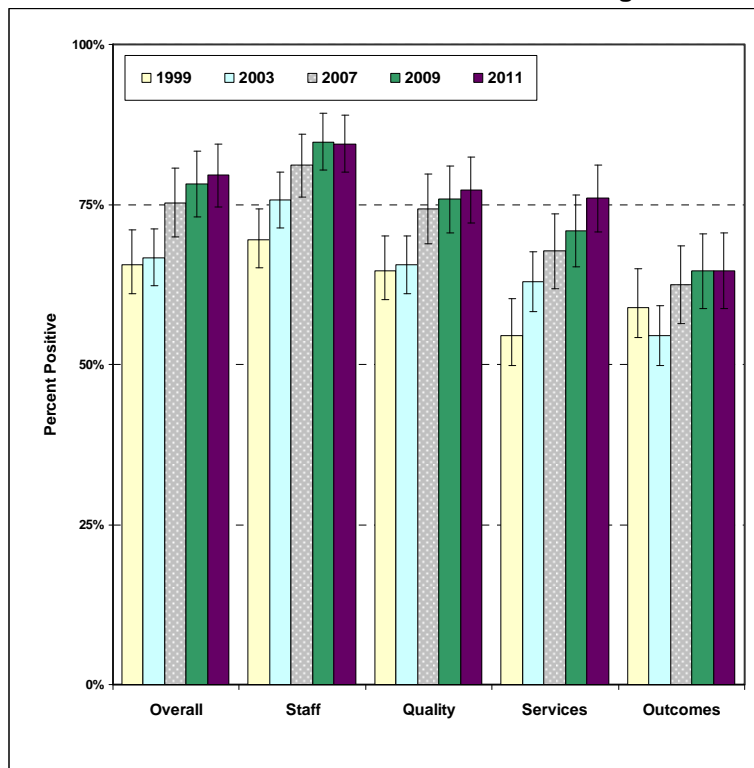
Overall Results

The young people served by child and adolescent mental health programs in Vermont rated their programs favorably in 2011. Statewide, on the *Overall* measure of program performance, 80% of the youth evaluated the programs positively. Some aspects of program performance, however, were rated more favorably than others. Fixed-alternative items related to *Staff* received the most favorable responses (85% favorable), followed by *Quality* (77% favorable) and *Services* (76% favorable). Items related to *Outcomes* (65% favorable) received the lowest ratings.

There has been fairly consistent improvement in ratings of child and adolescent services by youth from 1999 to 2011 (see Figure 1). The ratings for *Overall* program performance increased from 66% in 1999 to 80% in 2011, and the ratings for *Staff* increased from 70% to 85% during this time period. Ratings for *Quality* increased from 65% to 77% and the ratings for *Services* increased from 55% to 76%. Ratings for *Outcomes* increased from 59% to 65% during the period covered by these surveys. In all but one year, *Outcomes* received the lowest ratings given by young consumers.

In total, 69% of the survey respondents made written comments about the helpfulness of the services they received. Of the total number of comments received, 59% were positive. Every agency received more positive than negative comments.

Figure 1. Comparative Positive Evaluations by Youth of Child and Adolescent Mental Health Programs

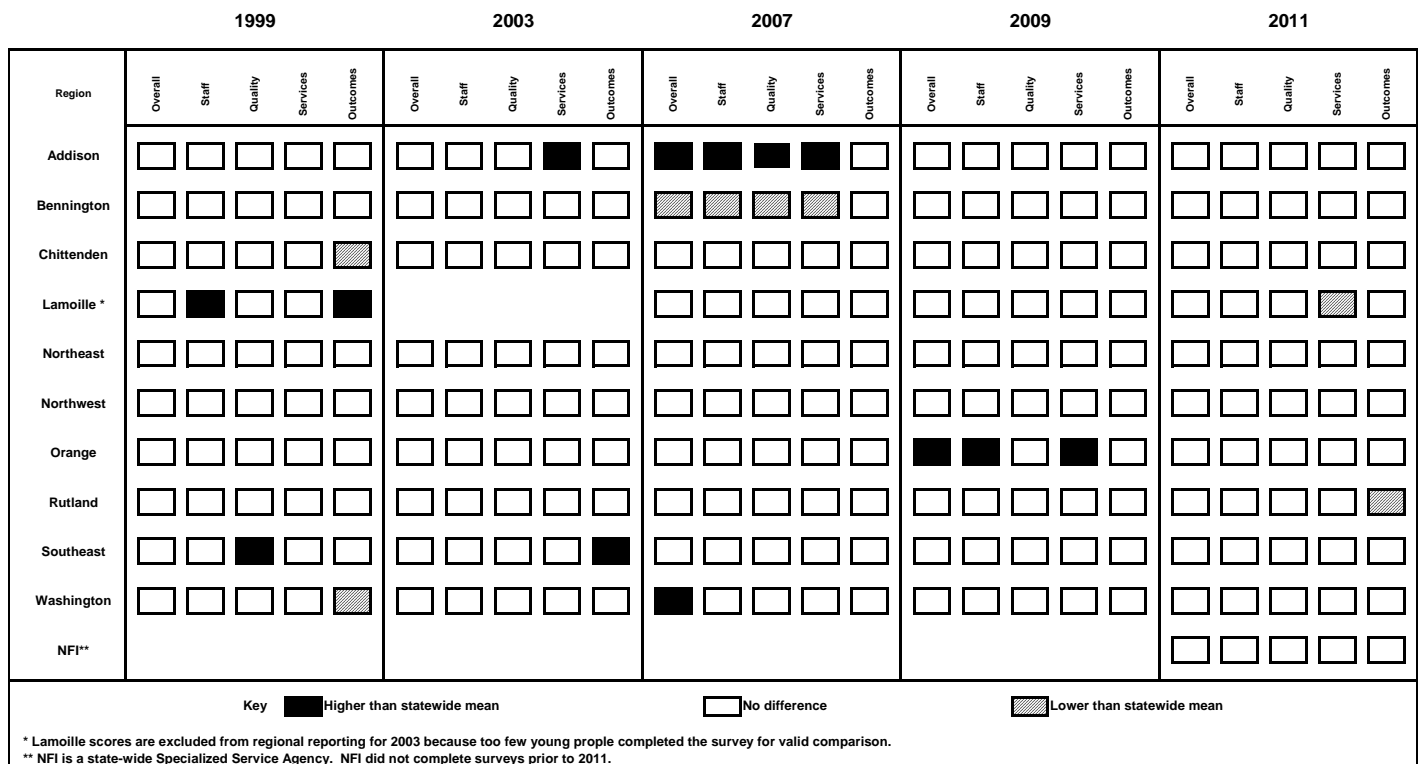


Differences among Programs

Ratings of individual programs on each of five composite scales were compared to the statewide mean for each scale. Regionally, there are few differences in evaluations of the child and adolescent community mental health programs during the time period covered by these surveys (see Figure 2). Most scale scores received by the CMHCs are not significantly different from the statewide average. In 2011, however, two CMHC programs were rated significantly lower than the statewide average on one of five scales.

In 2011, the child and adolescent mental health program for Lamoille Community Connections (Lamoille) was rated lower than the statewide mean score on one of the five scales: *Services*. The child and adolescent mental health program for Rutland Mental Health Services (Rutland) was also rated lower than the statewide mean score on one of the five scales: *Outcomes*. Young consumers' evaluations of the other nine programs were not statistically different from the statewide average rating on any scale.

Figure 2. Comparative Positive Evaluations by Youth of Child and Adolescent Mental Health Programs by Region



Youth Survey 2011

Positive Responses to Individual Items by Region

	State	Addison	Bennington	Chittenden	Lamoille	Northeast	Northwest	Orange	Rutland	Southeast	Washington	NFI
Number Responding	259	16	12	57	9	22	18	22	23	37	27	16
<i>Staff spoke with me in a way that I understood.</i>	88%	88%	92%	82%	78%	91%	94%	91%	87%	89%	85%	94%
<i>Staff treated me with respect.</i>	88%	100%	92%	84%	67%	95%	100%	91%	87%	84%	81%	88%
<i>Staff respected my family's religious/spiritual beliefs.</i>	85%	100%	100%	91%	78%	86%	67%	82%	81%	83%	81%	87%
<i>I liked the staff people who worked with me at [agency].</i>	85%	88%	100%	80%	78%	91%	94%	91%	78%	81%	81%	88%
<i>Staff were sensitive to my cultural/ethnic background.</i>	85%	100%	91%	88%	78%	82%	72%	90%	80%	78%	78%	100%
<i>Staff respected my wishes about who received information about me.</i>	84%	94%	92%	82%	44%	95%	78%	86%	78%	84%	85%	88%
<i>The location of my mental health services was convenient.</i>	83%	94%	83%	84%	67%	95%	72%	91%	78%	76%	85%	81%
<i>The services I received from [agency] this year were of good quality.</i>	83%	81%	83%	88%	56%	82%	78%	91%	73%	84%	85%	81%
<i>People helping me stuck with me no matter what.</i>	82%	81%	92%	82%	67%	86%	89%	76%	73%	86%	81%	88%
<i>The services I received from [agency] were helpful to me.</i>	81%	88%	92%	84%	67%	82%	78%	86%	70%	81%	81%	81%
<i>Services were available at times convenient for me.</i>	80%	88%	83%	84%	44%	82%	72%	90%	70%	81%	89%	69%
<i>The staff listened to what I had to say.</i>	80%	94%	92%	77%	67%	82%	78%	86%	74%	78%	81%	81%
<i>The staff asked me what I wanted/needed.</i>	80%	94%	75%	82%	56%	82%	72%	77%	78%	83%	78%	81%
<i>Overall, I am satisfied with the services I received.</i>	79%	81%	83%	82%	56%	82%	78%	77%	70%	81%	81%	81%
<i>I participated in my own treatment.</i>	78%	88%	92%	73%	56%	77%	89%	82%	74%	80%	78%	75%
<i>I felt I had someone to talk to when I was troubled.</i>	76%	81%	75%	80%	22%	77%	83%	77%	64%	81%	85%	75%
<i>I would recommend this mental health center to a friend who needed help.</i>	76%	88%	91%	84%	56%	73%	72%	67%	64%	81%	69%	69%
<i>I received services that were right for me.</i>	75%	81%	83%	77%	22%	82%	78%	77%	52%	81%	81%	75%
<i>I helped to choose my treatment goals.</i>	75%	88%	82%	72%	22%	68%	78%	77%	74%	77%	76%	94%
<i>The staff knew how to help me.</i>	75%	75%	83%	79%	44%	82%	67%	82%	68%	73%	74%	75%
<i>I got the help I wanted.</i>	73%	88%	83%	70%	44%	73%	78%	71%	62%	76%	78%	69%
<i>If I needed mental health services in the future, I would use this mental health center again.</i>	72%	75%	91%	75%	44%	86%	72%	68%	59%	75%	62%	75%
<i>I am better at handling daily life.</i>	69%	56%	64%	73%	56%	73%	78%	73%	45%	67%	81%	67%
<i>I get along better with friends and other people.</i>	67%	69%	82%	68%	44%	73%	67%	82%	55%	57%	78%	63%
<i>I am better able to cope when things go wrong.</i>	67%	63%	64%	70%	44%	65%	83%	77%	55%	69%	69%	50%
<i>I am doing better in school and/or at work.</i>	66%	75%	82%	71%	56%	71%	56%	67%	55%	56%	69%	69%
<i>I helped to choose my services.</i>	66%	69%	75%	67%	33%	68%	67%	68%	61%	69%	59%	69%
<i>I am satisfied with my family life right now.</i>	65%	56%	73%	68%	44%	86%	61%	50%	45%	76%	76%	47%
<i>I got as much help as I needed.</i>	64%	81%	58%	65%	22%	73%	61%	64%	45%	67%	85%	56%
<i>I get along better with my family.</i>	62%	56%	64%	64%	44%	73%	56%	64%	45%	64%	78%	53%
<i>Since starting to receive services, the number of days I have been in school is [greater].</i>	32%	36%	55%	33%	29%	45%	24%	20%	16%	27%	36%	50%
Overall Mean	75%	80%	82%	76%	51%	79%	74%	77%	65%	75%	77%	75%